

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of:	)	
	)	
<b>McIlwaine et al.</b>	)	
	)	Art Unit: <b>Unassigned</b>
Serial No.: <b>Filed Concurrently Herewith</b>	)	
	)	Examiner: <b>Unassigned</b>
Filing Date: <b>Unassigned</b>	)	
	)	
Title: <b>Method and System for Delivery of</b>	)	
<b>Individualized Training to Call</b>	)	
<b>Center Agents</b>	)	

**PRELIMINARY AMENDMENT**

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Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Please enter the following preliminary amendments as shown below.

**AMENDMENT**

**In the Specification**

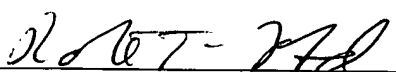
Please add the following claim to priority at line 5 of page 1 of the application filed herewith.

**RELATED APPLICATION**

The present application is a continuation of and claims priority to U.S. application entitled Method and System for Delivery of Individualized Training to Call Center Agents, filed July 18, 2002, having Serial Number 10/198,019, which is a continuation of U.S. Patent No. 6,459,787, filed September 10, 2001, entitled Method and System for Delivery of Individualized Training to Call Center Agents, which is a continuation of U.S. Patent No. 6,324,282, filed

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I hereby certify that this correspondence is being deposited with the United States Postal Service as Express Mail with Express Mail No. EV 242852490 US addressed to: Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on February 24, 2004.

  
Robert T. Neufeld, Reg. No. 48,394